GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:192
ANSWERED ON:09.03.2001
PENDING CASES IN THE CONSUMER REDRESSAL FORUMS
JAYASHREE BANERJEE;RAGHUNATH JHA

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the number of pending cases in the Consumer Redressal Forums is increasing gradually;

(b) if so, the number of the Consumer Redressal Forums, where the posts of members are vacant;

(c) the steps being taken to appoint the members; and

(d) the measures being taken for speedy disposal of the grievances of the consumers?

Answer

MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHANTA KUMAR)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN PARTS (A) TO (D) OF REPLY TO LOK SABHA STARRED QUESTION NO. 192 FOR 9.3.2001.

(a) : Yes, Sir. However, inspite of substantial increase in the number of cases being filed in the Consumer Disputes Redressal Forums, the overall rate of disposal continues to be about 80%.

(b) : As reported by the State/UT Governments, out of 569 District Forumsset up so far, in 48 District Forums posts of Members are vacant.

(c) : According to the provisions of the Consumer Protection Act, 1986 selectionand appointment of members of the State Commission and District Forums is to be done bythe State/UT Governments.However, it is reported by the State/UT Governments that necessary action has been initiated by them in this regard.

(d) : Among the steps taken by the Central Government for smooth functioningof the Consumer Forums and to facilitate quicker disposal of cases are:

1) To strengthen the infrastructure of the Consumer Courts, Central Governmenthas provided a one-time grant of Rupees sixty one crore and eighty lakhs to the States/Uts during the period 1995-99.

2) Monitoring of the working of the Consumer Courts through the National Commission.

3) State/UT Governments have been requested to fill up the vacancies ofMembers/Presidents in various Consumer Forums on priority.

4) The State/UT Governments are requested from time to time to take steps forensuring the smooth functioning of the Consumer Forums and close monitoring of their performance.

5) Amendment of the Consumer Protection Act, 1986 as and when required.